

## WAMS and DNR Switchboard Registration Instructions

Below are detailed step-by-step instructions for obtaining a WAMS Wisconsin User Id and requesting access to the DNR Switchboard.

### **Start at the Switchboard Registration Steps Webpage**

1. Go to the DNR homepage at <http://dnr.wi.gov> and search for Switchboard
2. If you do not currently have a WAMS ID, you will need to create one. If you already have a WAMS ID, you can proceed to step 3 on the registration page: Request Access (step 17 on these instructions).
3. In order to register for a WAMS Wisconsin User ID, you will need a unique email address. Shared email addresses, such as those that are used by several people at a facility must not be used. If you do not currently have a unique email address, there are several free email services that you can sign up for online such as yahoo or gmail.
4. Once you have a unique email address, you can proceed to step 1 on the webpage "Create WAMS ID."

### **Creating a WAMS Wisconsin User Id (step #1)**

5. Read the User Acceptance Agreement and then click on "Accept" at the bottom of the page to agree to the terms of the usage policy.
6. Complete the self-registration form. Enter information about yourself in the Profile Information section. Only complete the required fields indicated by the red asterisk. Make sure that you enter your email address exactly as it is, taking into account punctuation, etc.
7. Next in the Account section, create a User ID and password. You cannot share your User ID with anyone else. If the User ID you propose is already in use, the system will ask you to choose another. Your Password must be between 7-20 characters and **MUST** contain a combination of letters and either numbers or special characters.
8. Write down your User ID and password. You will need to remember them for later on.
9. Now proceed to the Account Recovery section. You will need to think of a secret question and answer, in case you ever forget your User ID or password. There is a link that you can click on for suggestions on what type of question to ask. Make sure that your secret answer is typed in a way that you could remember it and will be able to re-type it exactly as it is at a later time.

10. After completing all of the required information, click on the “Submit” button.
11. A message will appear stating that you are ready to proceed to Part Two of the registration process. If you missed any required information or typed something incorrectly, a message will appear at the top of the form listing the corrections that need to be made before proceeding.
12. In part two of the registration process, a message will be sent to your email account with a link to activate your new account, usually within a few minutes. Note: **You must activate your ID within four days or your account will be deleted and you will need to start the self-registration over.**

### **Activating Your WAMS Wisconsin User Id (step #2)**

13. Part Two: Open your email account. You should have an email from WAMS@Wisconsin.gov. Follow the instructions in the email and click on the link in the email to activate your account.
14. This will open the WAMS Login page. Type in your User ID and password exactly as you created them. Click on the “Login” button.
15. A screen will appear stating that you have successfully created and activated a WAMS User ID.
16. Now return to the Switchboard Registration Page by clicking on the “Previous Application” link at the bottom of the screen.

### **Requesting access to the DNR Switchboard (step #3)**

17. On the Request Access page please enter your Contact Information if it is not already filled in. Once these fields are filled in click the Add New Role button.
18. You will arrive to a page that has multiple silver buttons that say “show roles”, you will need to click the button next to the program that you are working with.
19. Please check **only** the roles you need, if you are not sure of what roles you need please contact the Switchboard Help Desk. Click Next
20. The next page will prompt you to locate your facility. Please enter the 9 digit facility id number (FID) or a municipality code, license #. Your facility should appear below, check off the box next to it and click next.

21. On the next page be certain that all of your information is correct, this is what we will use as your record on our end. Delete any additional roles that you do not need by clicking the "Remove Role" button. Certain roles will require an operator certification number, or license/permit number; please enter this in the required box if necessary. A comment field is provided for any additional information you wish to share, such as staff turnover, etc.
22. After reading the trading partner agreement terms and conditions check off the box and click "Submit".
23. A page will appear asking you to click Print. You will need to print this page, sign it, and **mail it** in order to complete the registration process. We cannot complete the registration process without this signed paper copy. **If we do not receive this form by the deadline your access will be revoked and you will need to repeat the Request Access process.**

Please mail immediately to the following address:

SWITCHBOARD REGISTRATION - SS/7  
WI DNR - SCIENCE SERVICES  
PO BOX 7921  
MADISON WI 53707-7921

Please allow 1-2 business days for DNR staff to process your registration and connect you to the Switchboard.

If you encounter problems with the Wisconsin User (WAMS) Id or Switchboard Registration process, contact the Switchboard Registration Helpdesk at [dnrswitchboard@wisconsin.gov](mailto:dnrswitchboard@wisconsin.gov) or (608) 267-3123.